Sunbeam

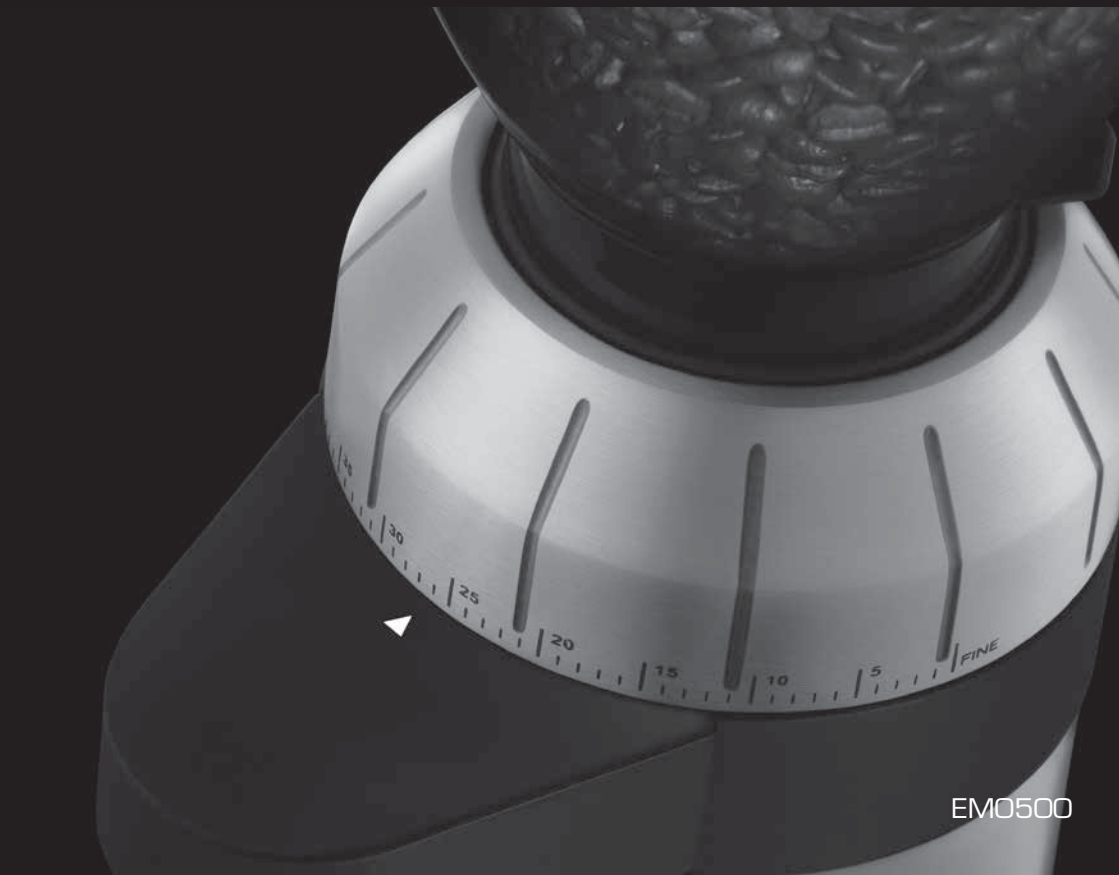
CAFE SERIES

COMMERCIAL DESIGN GUARANTEED PERFORMANCE

# CONICAL BURR COFFEE GRINDER II

## Instruction Booklet

Please read these instructions carefully and retain for future reference

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# Important instructions – retain for future use.

تأكد من تفهّم احتياطات السلامة المذكورة اعلاه

請務必理解上述的安全預防措施。

Assurez-vous que les précautions ci-dessus relatives à la sécurité sont bien comprises

Versichern Sie sich, dass die obenstehenden Sicherheitsmaßnahmen Verstanden werden

Βεβαιώνετε πως οι παραπάνω προφυλάξεις ασφαλείας γίνονται κατανοητές

Pastikan bahwa tindakan-tindakan keselamatan seperti di atas dimengerti anda

Accertatevi che le suddette norme di sicurezza siano comprese a dovere

上記の注意事項をよくお読みになり、安全を御確認ください

Уверете се дека погоре споменатите мерки на претпазливост се добро разбрани

Asegúrese de que las precauciones de seguridad precedentes sean bien comprendidas

کاری بکنید که احتیاط‌های بالا حتماً درك بشوند

ต้องแน่ใจว่า ข้อควรระวังเรื่องความปลอดภัยข้างต้น เป็นที่เข้าใจกันดี

Yukarda belirtilen güvenlik önlemlerinin anlaşıldığından emin olunuz

Xin kiểm chắc rằng những biện pháp làm an toàn kể trên được hiểu rõ

# Sunbeam's Safety Precautions

SAFETY PRECAUTIONS FOR YOUR SUNBEAM COFFEE GRINDER

- Check the hopper for the presence of foreign objects before using.
- Always operate the grinder with the bean hopper properly inserted in the grinder.
- Do not place your hand in or near the burrs while the grinder is in operation.
- Always place the unit on a flat, level surface.
- Switch off and unplug at power point before cleaning.
- Do not attempt to re-grind ground coffee.
- Switch off the appliance and disconnect from power supply before touching any part of the grinder that moves during use.

**Sunbeam is very safety conscious when designing and manufacturing consumer products, but it is essential that the product user also exercise care when using an electrical appliance. Listed below are precautions which are essential for the safe use of an electrical appliance:**

- Read carefully and save all the instructions provided with an appliance.
- Always turn the power off at the power outlet before you insert or remove a plug. Remove by grasping the plug - do not pull on the cord.
- Turn the power off and remove the plug when the appliance is not in use and before cleaning.
- Do not use your appliance with an extension cord unless this cord has been checked and tested by a qualified technician or service person.
- Always use your appliance from a power outlet of the voltage (A.C. only) marked on the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- The temperature of accessible surfaces may be high when the appliance is operating.
- Never leave an appliance unattended while in use.
- Do not use an appliance for any purpose other than its intended use.
- Do not place an appliance on or near a hot gas flame, electric element or on a heated oven.
- Do not place on top of any other appliance.
- Do not let the power cord of an appliance hang over the edge of a table or bench top or touch any hot surface.
- Do not operate any electrical appliance with a damaged cord or after the appliance has been damaged in any manner. If damage is suspected, return the appliance to the nearest Sunbeam Appointed Service Centre for examination, repair or adjustment.
- For additional protection, Sunbeam recommend the use of a residual current device (RCD with a tripping current not exceeding 30mA in the electrical circuit supplying power to your appliances.
- Do not immerse the appliance in water or any other liquid unless recommended.
- Appliances are not intended to be operated by means of an external timer or separate remote control system.
- This appliance is intended to be used in household and similar applications such as: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels and other residential type environments; bed and breakfast type environments.

If you have any concerns regarding the performance and use of your appliance, please visit www.sunbeam.com.au or contact Sunbeam Customer Care on 1300 881 861 or via email on customercare@sunbeam.com.au

Ensure the above safety precautions are understood.

# Congratulations

Congratulations on the purchase of your Sunbeam Cafe Series® Conical Burr Coffee Grinder.

The Sunbeam Cafe Series® delivers quality, style and superior performance capturing the essence of the commercial kitchen. Inspired by heavy-duty equipment found in restaurants, cafes and bars, the Sunbeam Cafe Series® is built to last. It brings together a range of appliances designed to expertly create authentic café food and beverages at home.

Uncompromising blends of stainless steel, brass and die-cast alloy characterise the range. This combined with advanced technology and functional design, guarantee the performance, that each product will surpass expectations.

When making coffee regardless of the brewing method the flavour of the resulting brew depends largely on the quality, freshness and roast of the coffee being used. Other factors including the purity of the brew water, condition of the grinder and the actual design of the burrs within the grinder can also affect the taste of the final cup.

The Sunbeam Cafe Series® grinder features tool hardened steel conical burrs for extra long life. Inherent from the conical burr design is homogenous grinding so the particle size of the coffee is consistent and even. This is especially important for espresso, if the particle size of the coffee is uniform equal amounts of the coffee's aromatic profile will be extracted. However if the particle size of the coffee varies some particles will be over-extracted and some will be under-extracted, resulting in a poor tasting coffee.

Another advantage of the conical burr design is its slow rotating operation. This combined with a gear-driven motor, minimises heat transfer to the burrs and thus protects the aromatic profile of the coffee and ultimately enhances the quality of the resulting brew.

The Sunbeam Cafe Series® Conical Burr Coffee Grinder is designed with quality die-cast metal components and includes many features that make grinding coffee at home easy so you can enjoy a lovely fresh cup of coffee every time. We hope you enjoy your new coffee grinder and should you need any further assistance please don't hesitate to contact Sunbeam Customer Care on

Australia
1300 881 861

New Zealand
0800 786 232

# Features of your Cafe Series® Conical Burr Coffee Grinder

**400g Bean hopper**

The 400g capacity bean hopper has a hopper closure arm for easy removal and preventing accidental spills. It allows the user to transfer any un-used beans to an ideal storage unit to preserve freshness.

**Burr shield**

**Grind adjustment collar**

Large and easy to use, the collar has a wide-range of 40 grind settings. The coffee maker can select a fine grind to suit commercial espresso or adjust the setting for other brewing styles – from Turkish to plunger. With such precise settings the user controls the particle size and ultimately the quality of the brew.

**Group handle locator**

In two sizes: for commercial sized group handles and domestic sized group handles.

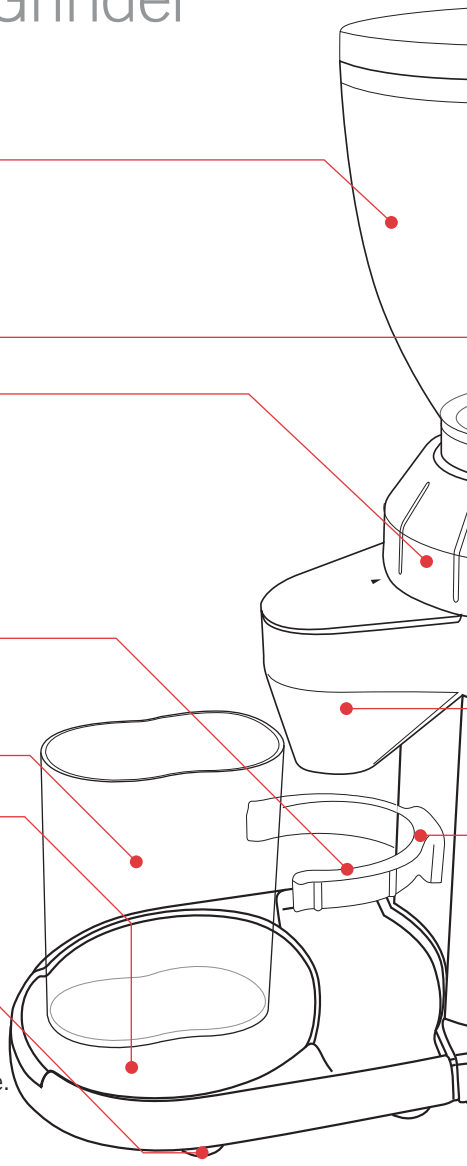
**Ground coffee container**

**Preparation mat**

Positioned under the grinding spout the preparation mat is ideal for catching loose coffee grinds while filling directly into the group handle. The mat can also be used on the bench as a tamping pad.

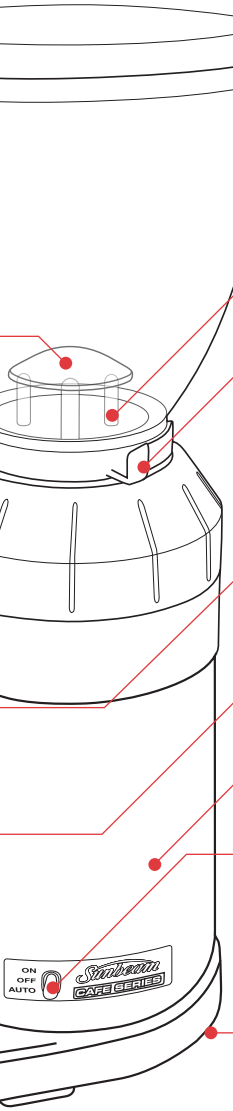
**Rubber feet**

The non-slip rubber feet ensure the grinder remains stable and prevents slipping on the bench top during use.



**Commercial size group handle locator**

**Domestic size group handle locator**




**Conical burrs**

The metal conical burr design achieves excellent grind consistency and minimises heat transfer to the coffee due to the slowly rotating burrs.

**Hopper closure arm**

**Grind delivery chamber**

The grind delivery chamber is designed to assist in delivering the ground coffee directly into the group handle or coffee grind container.

**Grind on demand button**

Position the group handle into the group handle locator, push against the button and freshly ground coffee will flow directly into the basket, pull the handle away and grinding will stop.

**Die-cast metal housing**

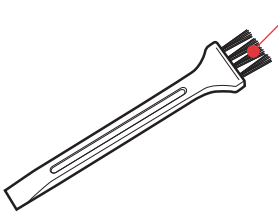
Built to last, the heavy-duty die-cast metal body encases a powerful motor, supported by a 5 year guarantee and provides a stable base for the grinder.

**Operation switch**

Switch to ‘On’ to grind continuous quantities directly into the storage container, ‘Off’ to stop or alternatively switch to ‘Auto’ for grinding directly into the group handle.

**Cord wrap**

Cord wraps away for safe keeping when not in use.



**Conical burr cleaning brush**

Strong bristles help sweep out grinds from the burrs.

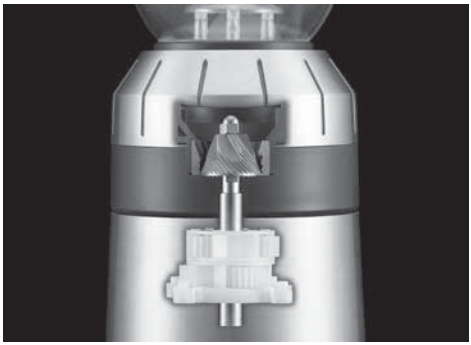
# Functions of your Cafe Series® Conical Burr Coffee Grinder II

**No Mess Design**

The new static reducing design makes light work of the grinding process. So you can enjoy the benefits of drinking a true espresso made from freshly ground coffee beans without the mess.

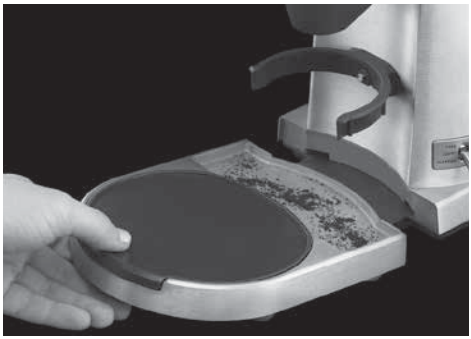
**Slow speed grinding**

The combination of a powerful gear-driven motor and conical burr design delivers a slow speed grinding process. This minimises the heat transferred to the coffee, protecting its aromatic profile.



**Large removable base plate with tamping pad**

The large size of the base plate is ideal for catching any coffee grinds when filling the coffee handle and is removable for easy cleaning. Also fitted with a silicon tamping pad for preparing the coffee handle this protects both the spouts on the coffee handle and the bench top surface.



# Functions of your Cafe Series® Conical Burr Coffee Grinder II (continued)

**Grind on demand**

As with commercial bar grinders, the 'Auto' function allows coffee beans to be freshly ground directly into the group handle on demand as required by the coffee maker, providing complete dosing control and most importantly a fresh grind without loss of aroma and flavour.

# Operating your Cafe Series® Conical Burr Coffee Grinder II

Before using the coffee grinder, wipe the base exterior with a damp cloth. Wash the bean hopper, hopper lid and ground coffee container in warm soapy water, then rinse and dry.

**Note:** Do not immerse the burrs in water or any other liquid.

**Note:** Do not place any parts of the coffee grinder in the dishwasher.

1. Place the coffee grinder on a dry, level surface.
2. To attach the bean hopper, position bean hopper onto the top of the motor base, push down and turn clockwise. See figure 1.

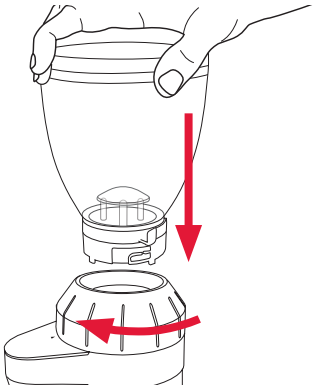


*Figure 1*

3. Fill the bean hopper with coffee beans.

**Tip:** Remember to keep the hopper full at all times. Having an even weight bearing down on the burrs is important to ensure a consistent grind.

**Note:** This coffee grinder is intended to grind whole coffee beans only.

4. Place the hopper lid onto the bean hopper.
5. Plug the power cord into a 230-240V AC power outlet and switch the power on.
6. Select the grind by turning the grind adjustment collar to the desired setting, see figure 2.

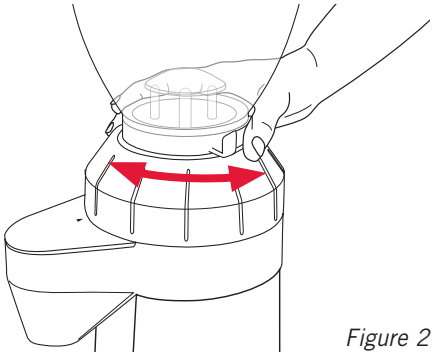


*Figure 2*

Refer to the grind setting table on page 11 to assist you in selecting the correct grind level for the desired brewing method.

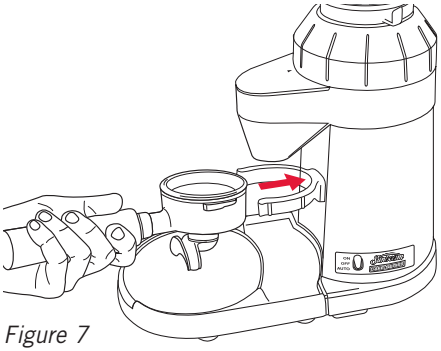


*Figure 7*

13. When the basket is full, pull the group handle off the button. Collapse the coffee in the basket by tapping it on the bench and repeat until the desired amount of coffee has been ground.

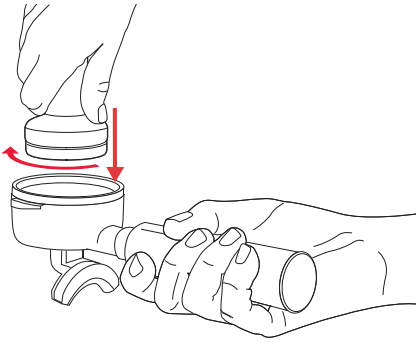


*Figure 8*

14. When the desired amount has been ground, tamp and twist the coffee grinds. See figure 8.

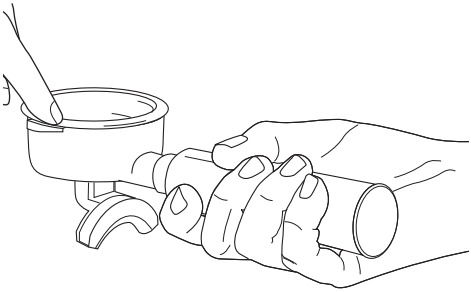


*Figure 9*

15. Wipe the edge of filter to remove any coffee grinds.

# Adjusting the Grind Setting

**Grind setting table**

| SETTING | BREWING METHOD |
|---|---|
| 0 – 7 | Turkish |
| 7 – 12 | Espresso for Cafe Series® |
| 12 – 20 | Espresso for domestic machine with dual wall filters |
| 10 – 15 | Stove Top |
| 18 – 21 | Aero Press |
| 25 – 30 | Automatic Perculator, Manual Pour Over |
| 30+ | Plunger |

The wide-range of 40 grind settings allows for precision adjustment. The coffee maker has complete control of the particle size and ultimately the quality of the resulting brew.

Some things to remember when using the coffee grinder;

- The smaller the particle size the longer it will take to grind.
- When using the finer settings the coffee may become stuck, we recommend tapping on the lid of the bean hopper to dislodge any clumps of coffee blocking the flow.
- After long periods of using the finer settings we recommend removing the upper burr and sweeping away any residual coffee to avoid clogging. See the Care and Cleaning section on page 16 for more details.

**Tips**

1. Select the correct grind for the brewing method you are using. 40 grind settings are available to ensure precision adjustment. Settings 1-7 deliver the finest grinds, Settings 7-20 return medium grinds and Settings 20-40 deliver the coarsest grinds. It is important to experiment with the grind settings to achieve the ideal brew that best suits your palate.
2. For drip filter coffee machines, a good starting point is to use 8 grams (1 scoop) of coffee for every 4 cups of brew water as measured with the carafe. Finer grinds usually require less coffee, but using too fine a grind will result in a brew that is bitter in flavour.
3. For those that prefer weaker coffee, continue to use the recommended amount of ground coffee and then dilute the resulting brew with fresh hot water. Doing this will maximise flavour and minimise bitterness.
4. Coffee that is ground too fine for a particular brewing process will result in over-extraction and the coffee will taste bitter. On the other hand, coffee that is too coarse for a particular brewing method will result in under-extraction and the coffee will be thin and poor in flavour.
5. Once coffee is ground it quickly loses its flavour and aroma. For the best results we recommend you grind beans immediately prior to brewing.
6. Buy fresh whole coffee beans weekly.
7. To retain freshness, store whole coffee beans in an airtight container in a cool, dark, dry place. It is not recommended that you store beans in the grinder's bean hopper for a prolonged period.
8. To ensure the best results from the coffee grinder clean the bean hopper and conical burrs regularly.

**Always Remember**

| PROBLEM | DESCRIPTION | RESULT |
|---|---|---|
| OVER-EXTRACTION | Over development of flavour particles (sugars etc.) | Sharp, burnt, bitter |
| UNDER-EXTRACTION | Under development of flavour particles | Thin, watery, weak |

# Recalibration Guide

**What is recalibration?**

Recalibration is the process of adjusting the width between burrs which affects the coarseness or fineness of the coffee grinds that are produced. The further apart the burrs are the coarser the final grind, comparatively the closer the burrs are together the finer the final grind will be.

**How often do I need to recalibrate?**

This will depend on how frequently you use your Cafe Series® Conical Burr Grinder II.

Regular recalibration is key to achieving consistent grinding results which is an essential ingredient when brewing espresso. This will help to ensure that your grinder continues to produce the ideal coffee grinds for your palate.

**Step 1:**

Ensure that the coffee grinder is switched off and unplugged from the power outlet. Turn the grinder so the back of the unit is facing you. Ensure that the two arrows (one on the motor base and one on the grind adjustment collar) are aligned and that the 'UNLOCK' button is pushed out. Ensure the hopper closure arm is closed. Remove the bean hopper from the motor base by pushing down on the hopper and whilst holding the grind adjustment collar firmly turn in an anti-clockwise direction See figure 10.

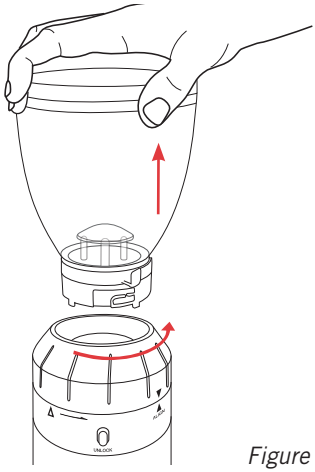


*Figure 10*

**Step 2:**

To remove the top burr press down on the 'UNLOCK' button and align the 'ALIGN' arrow on the motor base with the arrow on the grind adjustment collar. See figure 11.

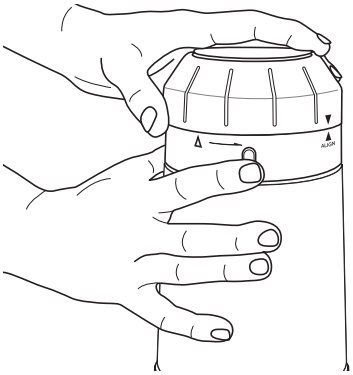


*Figure 11*

**Step 3:**

To remove the top burr from the grind adjustment collar lift it out using the wire handle. See figure 12.

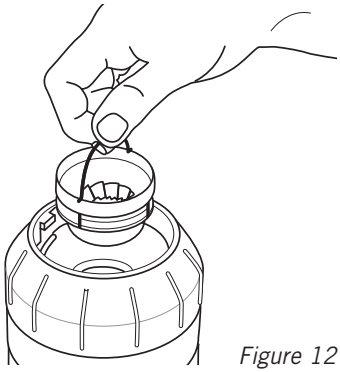


*Figure 12*

**Step 4:**

When holding the top burr you will observe that there are two screws that sit below the outside rim. You will need to unscrew both screws using a small sized flat head screw driver. Unscrew and remove both screws and set to one side. See figure 13.

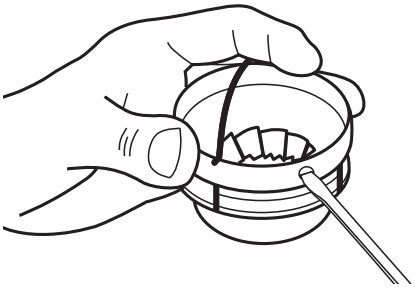


*Figure 13*

**Step 5:**

With one hand firmly grasp the body of the top burr. To recalibrate the top burr hold onto the wire handle and turn in a clockwise or anti-clockwise direction. See figure 14.

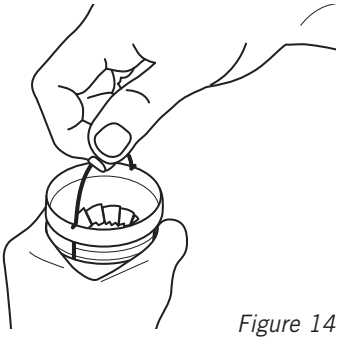


*Figure 14*

**NOTE:** To achieve a FINER grind rotate CLOCKWISE. To achieve a COARSER grind rotate ANTI-CLOCKWISE.

**NOTE:** Only a slight movement in either direction is required to achieve your perfect grind.

**Step 6:**

Once you have adjusted the position of the top burr, ensure that the notches in the top burr and the screw holes are aligned before screwing both screws into position.
See figure 15.

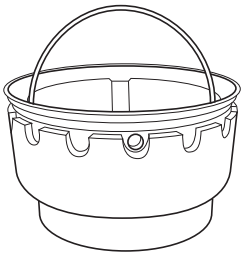


*Figure 15*

**Step 7:**

If you have removed the grind adjustment collar pick it up and ensure that the downward pointing arrow on the grind adjustment collar is aligned with the “ALIGN” arrow on the motor base. This will slot into place with ease.

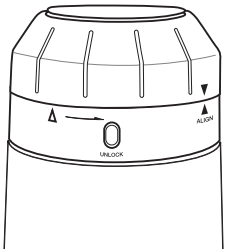



*Figure 16*

**Step 8:**

Using the wire handle pick up the top burr and turn in a clockwise direction until the two arrows align, you should hear a clicking noise. Using the wire handle, pick up the top burr and place it back inside the motor base. Turn it in a clock-wise direction until it falls into position. After this is done you should not be able to turn the top burr any further. This means you have placed it into the correct position. Push down on the top burr to ensure it is secure. Ensure that you push the wire handle to one side so that it lies flat and NOT upright. See figure 18.

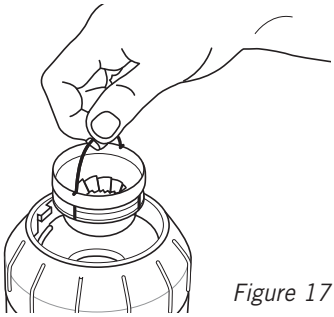


*Figure 17*

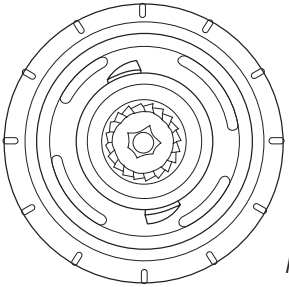


*Figure 18*

**Step 9:**

Pick up the bean hopper and slot it back into the motor base. Look for the two slots on either side of the bean hopper, these correspond with matching grooves inside the motor base. To lock the bean hopper into place, hold the top of the bean hopper down whilst holding the grind adjustment collar and turn the hopper in a clockwise direction. See figure 19. Turn the collar clockwise to your preferred setting.

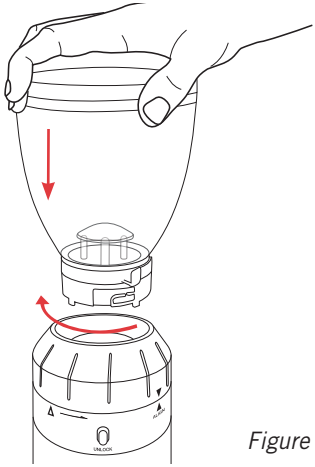



*Figure 19*

# Care and Cleaning

**Important Notes:**

- Spots and marks on the surface of the burrs are part of the hardening process. These marks do not affect the performance of the grinder or the taste of the coffee.
- Ensure the coffee grinder is switched off and unplugged from the power outlet prior to cleaning.
- Do not immerse the motor base of the coffee grinder in water.
- Do not immerse any part of the burr assembly in water or any other liquid.
- Do not place any parts of the coffee grinder in the dishwasher.
- Do not use abrasive cleansers or scouring pads.

**Cleaning the motor base, bean hopper and coffee container**

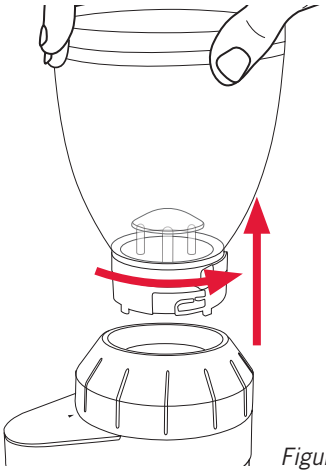


*Figure 20*

1. Remove the bean hopper from the motor base and store unused beans in an airtight container to preserve their freshness, see figure 20.
2. Wipe the motor base exterior with a damp cloth and dry.
3. Wash the bean hopper and coffee container in warm soapy water, then rinse and dry.

**Cleaning the burrs**

If the coffee grinder is used frequently (every day), the burrs need to be cleaned every three weeks to ensure best performance of the coffee grinder. Regular cleaning helps the burrs achieve consistent grinding results, which is especially important when grinding coffee for espresso.

1. Ensure the coffee grinder is switched off and unplugged from the power outlet. Remove the bean hopper from the motor base, push down and turn anti-clockwise. See figure 20.
2. To remove the top burr turn the grind adjustment collar in an anti-clockwise direction until it stops, see figure 21.

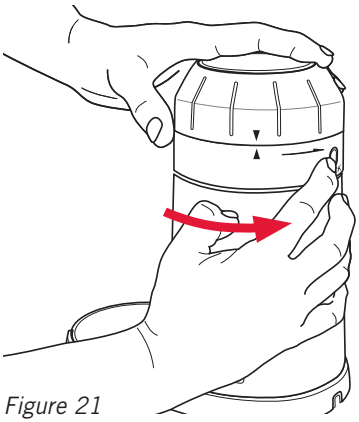


*Figure 21*

**Note:** The top burr can only be removed when the graphic arrow on the grind adjustment collar is aligned with the arrow on the motor base.

3. Press and hold down the ‘UNLOCK’ button at the rear of the motor base and with the other hand turn the grind adjustment collar anti-clockwise until the graphic arrow on the collar is aligned with the arrow on the motor base, see figure 22.

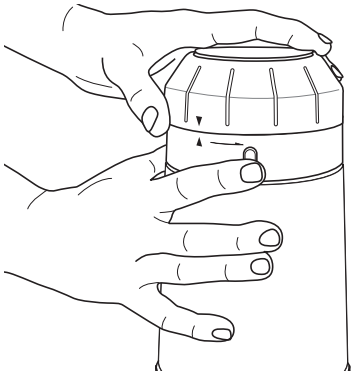


*Figure 22*

4. While holding down the ‘UNLOCK’ button lift out the top burr from the grind adjustment collar using the handle, see figure 23. Clean using the burr-cleaning brush.

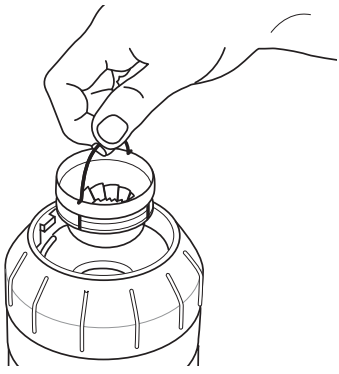


*Figure 23*

5. Release the ‘UNLOCK’ button, slightly pull up the grind adjustment collar away from the motor base and turn anti-clockwise until it detaches from the motor base. See figure 24.

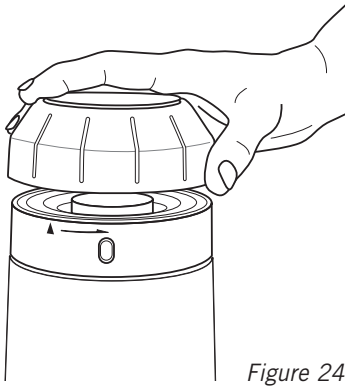


*Figure 24*

6. Clean the bottom burr using the burr-cleaning brush, see figure 25.

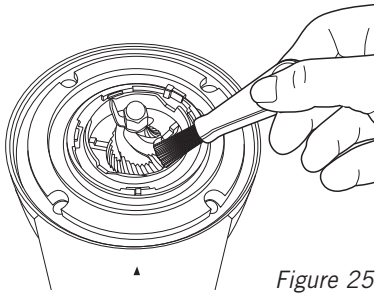


*Figure 25*

7. Once both burrs are cleaned, return the grind adjustment collar to its position in the motor base. The arrow on the grind adjustment collar is aligned with the ‘ALIGN’ arrow on the motor base. Turn clockwise until the arrow on the grind adjustment collar is aligned with ‘UNLOCK’ ∆ arrow and the ‘UNLOCK’ button pops out. See figure 24.
8. With the grind adjustment collar in hand align the arrow on the collar with the arrow on the rear of the motor base, press down.
9. Replace the top burr back into position in the grind adjustment collar and turn clockwise to the desired grind setting.

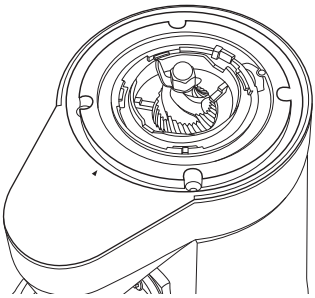


*Figure 26*

**Adjusting the burrs for wear**

The conical burrs are made of tool hardened steel for extra long life. However after prolonged use the burrs will require adjustment to compensate for wear. A sign of this is when the grinds are not as fine as they used to be, check by rubbing some of the grinds between two fingers or for espresso the extraction will also show signs that the grind needs adjusting.

**Replacing the burrs**

To inquire about having the burrs replaced contact Sunbeam Customer Care on

**Australia**

1300 881 861

**New Zealand**

0800 786 232

# Notes

Sunbeam
CAFE SERIES
COMMERCIAL DESIGN GUARANTEED PERFORMANCE

# The Sunbeam 5 Year Motor Guarantee

Sunbeam has built its reputation on manufacturing quality electrical appliances. Our Cafe Series® Coffee Grinders (EM0480, EM0500) are constructed from the highest quality materials. So much so, we guarantee our Coffee Grinders' motors for five (5) years against faulty materials or manufacture. This guarantee is just another expression of our confidence in the way we make appliances at Sunbeam. In order to be eligible for this guarantee, you must retain your receipt as proof of purchase.

Your Cafe Series® Coffee Grinders (EM0480, EM0500) are covered for the first year against faulty material or manufacture by the Sunbeam 12 Month Replacement Guarantee. Should you experience any difficulties with your appliance within this 12 Month period, please phone our customer service line for advice on 1300 881 861 in Australia, or 0800 786 232 in New Zealand.

The Sunbeam five (5) year motor guarantee begins from date of purchase and extends for four years beyond the 12 Month Replacement Guarantee. It covers only the motor, guaranteeing it against faulty materials or manufacture. It does not cover damage caused by accident, misuse or being used in a manner not in accordance with the Instruction Book. Similarly, this motor guarantee does not cover freight or any other costs incurred in making a claim.

If a fault should develop with the motor after the period covered by the 12 Month Replacement Guarantee, please call Sunbeam Customer Service on the number listed below or send a written claim to Sunbeam at the address listed below. On receipt of your claim, Sunbeam will advise you on how to obtain a replacement motor if your motor is defective. Alternatively, you can return the Cafe Series® Coffee Grinders (EM0480, EM0500) to any of Sunbeam's authorised service centres, together with your receipt. The service centre will examine the motor and if it is faulty or defective, the motor will be replaced free of charge.

For a complete list of Sunbeam's authorised service centres visit our website or call:

**Sunbeam Corporation Ltd.**
**Australia**

www.sunbeam.com.au
1300 881 861
Units 5 & 6, 13 Lord Street
Botany NSW 2019 Australia

**Sunbeam Corporation Ltd.**
**New Zealand**

www.sunbeam.co.nz
0800 786 232
Level 6, Building 5, Central Park
660-670 Great South Road
Greenlane, Auckland

In Australia, the benefits given to you by this guarantee are in addition to your other rights and remedies under any laws which relate to the appliance.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law and under the New Zealand Consumer Guarantees Act. In Australia you are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand, depending on the nature of the goods, you may have various rights under the Consumer Guarantees Act 1993 and this 12 Month Replacement Guarantee does not affect such rights. You agree that this Act will not apply where you acquire, or hold yourself out as acquiring, our goods for the purposes of a business.

IMPORTANT NOTE
Sunbeam agrees to replace the motor in the event of the motor developing a fault or defect, within the four years after the 12 Month Replacement Guarantee.

As your Cafe Series® Coffee Grinders (EM0480, EM0500) needs to be assessed at a Sunbeam authorised service centre, it will not be accepted through retail stores.

If using the Cafe Series® Coffee Grinders (EM0480, EM0500) for commercial use this motor guarantee is limited to 12 months from the date of purchase.

Sunbeam
CAFE SERIES
COMMERCIAL DESIGN GUARANTEED PERFORMANCE

# 12 Month Warranty

This Sunbeam product is covered by a 12 month replacement or repair warranty, which is in addition to your rights under the Australian Consumer Law (if your product was purchased in Australia) or New Zealand Consumer Guarantees Act (if your product was purchased in New Zealand).

Should you experience any difficulties with your product during the warranty period, please contact our customer service line for advice on 1300 881 861 in Australia, or 0800 786 232 in New Zealand.

Alternatively, you can send a written claim to Sunbeam to:

**Australia**
Units 5 & 6, 13 Lord Street
Botany NSW 2019 Australia

**New Zealand**
Level 6, Building 5, Central Park
660-670 Great South Road
Greenlane, Auckland

Upon receipt of your claim, Sunbeam will seek to resolve your difficulties or, if the product is defective, advise you on how to obtain a replacement or refund.

To assist us in managing warranty claims, we recommend you register your product as soon as practicable after purchase by creating a MySunbeam account on our website and send a copy of your original receipt to Sunbeam.

In order to make a claim under our warranty, you must have the original proof of purchase documentation for the product and present it when requested .

Should your product develop any defect within 12 months of purchase because of faulty materials or workmanship, we will replace or repair it, at our discretion, free of charge. A product presented for repair may be replaced by a refurbished product of the same type rather than being repaired. Refurbished parts may be used to repair the product.

Our replacement or repair warranty only applies where a defect arises as a result of faulty material or workmanship during the warranty period. Your warranty does not cover misuse or negligent handling (including damage caused by failing to use the product in accordance with this instruction booklet), accidental damage, or normal wear and tear.

Your warranty does not:

- cover freight or any other costs incurred in making a claim, consumable items, accessories that by their nature and limited lifespan require periodic renewal (such as filters and seals) or any consequential loss or damage; or
- cover damage caused by:
  - power surges, power dips, voltage supply problems, or use of the product on incorrect voltage;
  - servicing or modification of the product other than by Sunbeam or an authorised Sunbeam service centre;
  - use of the product with other accessories, attachments, product supplies, parts or devices that do not conform to Sunbeam specifications; or
  - exposure of the product to abnormally corrosive conditions; or
- extend beyond 3 months if the product is used in commercial, industrial, educational or rental applications.

**The benefits given to you by our warranty are in addition to other rights and remedies under law in relation to the product.**

**In Australia our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.**

**Our goods also come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act.**

If your warranty claim is not accepted, we will inform you and if requested to do so by you, repair the product provided you pay the usual charges for such repair. You will also be responsible for all freight and other costs.

Should your product require repair or service after the warranty period, contact your nearest Sunbeam service centre. For a complete list of Sunbeam's service centres, visit our website or call our customer service line for advice on 1300 881 861 in Australia, or 0800 786 232 in New Zealand.

## Need help with your appliance?

Contact our customer service team or visit our website for information and tips on getting the most from your appliance.

**In Australia**

Visit www.sunbeam.com.au

Or call 1300 881 861

**In New Zealand**

Visit www.sunbeam.co.nz

Or call 0800 786 232

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